

Mayor Adrian M. Fenty's 2010 Summer Youth Employment Program

2010 Participant Handbook

**District of Columbia Department of Employment Services
Summer Youth Employment Program**

Summer 2010

Dear 2010 SYEP Participant:

Welcome to Mayor Adrian M. Fenty's 2010 Summer Youth Employment Program (SYEP). All of us at the District of Columbia Department of Employment Services (DOES) are excited about your participation, and we look forward to providing you with a meaningful work experience this summer.

SYEP will give you the opportunity to develop constructive work habits, positive attitudes, and the valuable job skills necessary to enter the workforce prepared and qualified to be productive employees. Your early work experience can help set you on a positive course for the rest of your life. The people you will connect with during your summer job will become a network of mentors who can help you achieve the success you want for your life. I encourage you to take advantage of the opportunity that Mayor Fenty's summer jobs program provides to develop lifelong supporters and personal champions.

In this Participant Handbook you will find important information related to the following:

- **Payroll, time, and attendance**
- **What to expect on your first day of work**
- **Your rights and responsibilities**
- **Other important areas that contribute to ensuring SYEP is a valuable experience**

It is important for you to review this handbook carefully and understand all expectations of you as an employee. The last page of the handbook is a participant agreement that you must sign and provide to your supervisor on the first day of work.

I look forward to working with you throughout the summer and hope this experience will be valuable and rewarding for you.

Sincerely,

**Joseph P. Walsh, Jr.
Director
Government of the District of Columbia
Department of Employment Services**

GENERAL INFORMATION

The Department of Employment Services' (DOES) Summer Youth Employment Program (SYEP) is designed to assist eligible District youth by providing jobs and work readiness experiences that can help prepare them for the 21st century workforce.

As a participant in SYEP, you will be part of a program that provides an array of summer employment and enrichment experiences such as Arts, Design, and Media; Building and Grounds Maintenance; Community and Social Services; Construction Trades; Education; Library Science; Health Care Support; Hospitality and Tourism; Office and Administrative Support; and Sports and Physical Education.

The goal of SYEP is to provide District youth with meaningful professional experiences and basic work skills that will provide a foundation for building proper work ethic and increasing their future employment opportunities.

SYEP is designed to ensure that you have the following:

- A structured and well-supervised work experience
- Opportunities to explore vocational interests
- Opportunities to develop useful work habits and marketable skills
- Opportunities to learn the value of earning money through gainful employment
- Opportunities for educational enrichment

This year's program begins Monday, June 28, 2010.

NOTE: If you have a different start date, start time, or location, your summer employer will contact you directly and tell you where to report for your first day of work.

PROBLEM RESOLUTION AND QUESTIONS: CALL 311

If you have any questions or concerns after reading this handbook – or anytime during the summer – you can contact the SYEP office by dialing 3-1-1. When you call 311, the SYEP staff will assist you with any problems or concerns you have.

IMPORTANT: IF YOU HAVE ANY PROBLEMS WITH YOUR PAY OR AT YOUR WORKSITE, TELL YOUR SUPERVISOR FIRST, AND IF IT IS NOT RESOLVED, CALL 311.

WHAT TO EXPECT ON THE FIRST DAY OF WORK

Where to go to work: Your SYEP Job Assignment

- On Monday, June 28, 2010, report to your worksite at the time designated on your official assignment letter, unless you are notified by your summer job employer/host to report at a different time. (Those assigned to work at Department of Parks and Recreation, DCPS, Mayor's Youth Leadership Institute, and Mayor's Green Summer will most likely receive first day of work information directly.)
- **DO NOT report to a worksite different than the one to which you were assigned. If you report to the wrong worksite, you risk not being paid this summer.**

Going to work and signing-in

- Dress for work appropriately for the work environment in which you will be working.
- Check-in with your supervisor to ensure you are at the correct site.
- Show your supervisor your picture ID and/or your Official Assignment Letter to confirm you are at the correct worksite.
- **IMPORTANT: If you arrive at a job site and are not on your supervisor's roster, please notify your supervisor for further instructions.**
- Once your supervisor has confirmed you are at the correct worksite, your supervisor will ask you to sign in on an SYEP timesheet.
- At the end of the day, you must sign out.
- **You must sign in and sign out daily on your timesheet and sign the timesheet at the end of each week in order to be paid.**

Orientation on your First Day

- Your supervisor will conduct an SYEP Orientation on your first day. Orientation will include the following:
 - Required hours of work
 - A clear explanation of your responsibilities and duties
 - Regulations of the worksite, as they apply to you
 - Time and length of breaks (see lunch break policy)
 - Local places to get lunch or take a break
 - Safety procedures and steps to take in case of accidents, including person(s) to whom accidents are to be reported
 - Appropriate attire for the work place, especially on sites requiring safety gear

REMEMBER:

You must sign in and sign out on your timesheet each day you work in order to be paid!

TIME AND ATTENDANCE

- **All participants will be required to check-in with their supervisors at the beginning and end of each day so their time can be properly recorded.**
- **You will be required to sign your timesheet at the end of each week to confirm your time has been recorded correctly.**
- **Your timesheet will be used to resolve any pay disputes.**
- In the event that you forget to record your time or sign your timesheet, please notify your supervisor immediately.
- You are expected to report for work on time each day. In the event that you will be late or absent, you must call your onsite supervisor or school coordinator before the start of the work day or as soon as possible.
- If for any reason you must be away from the worksite for any period of time, you must inform your worksite supervisor as soon as possible. Failure to do so may be grounds for termination.

Maximum Work Hours

There is a legal limit to the number of hours you may work, depending on your age:

- Participants, ages 14-15 years old, will be compensated for up to 20 hours per week.
- Participants, ages 16-21 years old, will be compensated for up to 30 hours per week.

Attendance Rules

You may be suspended or lose your job due to the following attendance-related circumstances:

- Repeated lateness or absence.
- Leaving work without authorized permission. You will be considered to have abandoned your position if you walk off the job without the permission of the supervisor.
- **You will only be paid for the time that you actually work on the job. If you are absent from work, you will not be paid.**

PAYROLL

Your first regular payday for SYEP 2010 will be July 21, 2010. This will be pay for the hours you worked during the first two weeks of the program (June 28-July 10).

You will be paid by VISA Debit Card every two weeks after that during the summer. Below is important information about the Pay Dates and how to use your VISA Debit Card.

Payroll Calendar

Pay Period	Pay Date
June 28, 2010 - July 10, 2010	Wednesday, July 21
July 11, 2010 - July 24, 2010	Wednesday, August 4
July 25, 2010 - August 7, 2010	Wednesday, August 18
August 8, 2010 - August 17, 2010	Wednesday, September 1

NOTE: You will receive a \$25 transportation stipend at the start of the program. This is a one time payment of \$25 to defray your transportation costs. This payment, just like your regular pay, will be paid on your VISA Debit Card

IMPORTANT INFORMATION ABOUT GETTING PAID

- Your pay will be based on the paper timesheet you sign in and sign out on each day.
- You will be required to sign the weekly timesheet to confirm the accuracy of the hours recorded.
- You will only be paid for the time that you worked.
- You will not be paid for holidays or days on which you did not work.
- **On payday, your pay will be deposited on your VISA Debit Card.**
- You will receive your debit card in the mail to the address you used on your SYEP 2010 application during the first week of SYEP.
- You will receive a statement in the mail indicating your wages each pay period.

IMPORTANT INFORMATION ABOUT YOUR VISA DEBIT CARD

You will be issued a VISA Debit Card directly from the payroll company ADP.

- Your debit card will be mailed to you during the first week of the program. Your debit card will be sent directly to the address you used to register for the SYEP.
- Your pay will be deposited into an independent account associated with your personal debit card.
- **To use your VISA Debit Card, you first need to activate it by following the directions that come with the card.**
- The VISA Debit Card will allow you to access your pay via an Automated Teller Machine (ATM), a local bank, or by making purchases at local stores.

**If you do not have your debit card by July 2nd,
you should call ADP/VISA Debit Card at 1-877-237-4321.**

Direct Deposit

Youth ages 18 years and up are eligible to sign up for bank accounts through the Bank on DC initiative. Youth over 18 that participate in this program and enroll in a new bank account prior to the program's start will receive their pay through direct deposit.

Even if you sign-up for direct deposit, keep your SYEP VISA debit card. If there is any problem with your pay, SYEP will use this card for quicker resolution of your pay dispute.

"Bank On DC"

If you are 18-21, you will have the option to open a bank account through the new "Bank on DC" program. Bank on DC is a nonprofit organization that promotes financial wellness by ensuring everyone in DC has a checking account. Bank on DC can provide checking and savings accounts to youth who do not already have one. Bank on DC has partnered with two credit unions. A Credit Union is a not-for-profit financial institution that offers very similar products and services as a bank but often with lower rates and fees.

Bank on DC Partner Credit Unions:

HEW Federal Credit Union

District Government Employees Federal Credit Union

Through Bank on DC you will be able to open a checking and savings account with HEW Federal Credit Union or District Government Employees Federal Credit Union.

- If you apply for this account prior to June 25, 2010 you will be automatically set up for direct deposit of your summer youth pay.
- If you apply for an account after June 25, 2010 you will still have all the benefits available through the account, but will not be eligible for direct deposit of your summer youth employment pay.

Detailed information on Bank on DC is being sent to 18-21 year old participants by email.

If you have ANY problems with your SYEP VISA Debit Card – if you lose your card, forget the PIN, or experience any other related problems – you must contact ADP/VISA directly at 1-877-237-4321.

WHAT TO DO IF YOU HAVE A PAY DISPUTE

Your pay is based on the timesheet that you have filled out daily and sign at the end of each week. Your supervisor will approve and submit the time directly from these timesheets.

If you think your pay is not correct, follow these steps:

Step 1. Double check to see if there really is an error.

Some things with your paycheck might lead you to believe you have a pay problem, but actually it turns out that it is accurate. Some of the most common things that can cause confusion:

- Forgetting about a holiday. You will not be paid for holidays.
- You will not be paid for any hours you did not sign in and sign out on the paper timesheet at your worksite.
- Pay is not for the most recent 2 weeks. Please refer to the pay schedule to identify which weeks are in the pay period.

Step 2. If there is a dispute in hours worked or time recorded, you should do the following:

1. Notify your supervisor as soon as possible in order for him/her to address the issue.
2. Your supervisor will review the timesheets. If he/she finds a problem, your supervisor will call 311 to report it or go to summerjobs.dc.gov to notify the SYEP office that there is a pay issue.
3. If you and your supervisor disagree, call 311 yourself to report the pay problem to SYEP staff.
4. The SYEP office will investigate all reported pay disputes by contacting worksite supervisors to collect information, confirm hours, and determine the resolution.
5. If your pay issue is verified and resolved by your supervisor, any additional funds owed to you will be added to your SYEP VISA debit card.
6. You will be notified by the SYEP office if additional funds have been added to your card.

RULES AND REGULATIONS

As a participant in this year's program, you must obey the rules and regulations of the Summer Youth Employment Program as well as those assigned by your supervisor at your job site.

All participants must adhere to the following rules:

1. Know your supervisor's name and telephone number(s) and the office in which he/she works.
2. Contact your supervisor if you are going to be absent or late (Please note that you are allowed only three [3] unexcused absences.)
3. Know your assigned work hours and stick to them.
4. Sign in and sign out according to the time you have worked so that you are paid correctly.
5. Remain actively engaged in assigned tasks. Ask your supervisor for additional instructions when you have completed an assignment.
6. Listen, pay attention, and follow directions.
7. Do your best at all times and ask questions when in doubt.
8. Dress appropriately for your work environment.

Absenteeism

You are required to give advance notice of your intent to be absent from work, regardless of the reason. If this cannot be done in person, you should telephone the worksite supervisor as soon as you know that you will be unable to report to work that day.

If the absence continues beyond one day, you are to notify your supervisor each day that you will be absent.

- If you are absent more than three (3) consecutive days without communicating with your supervisor, you will be removed from the program.
- If your supervisor determines that you have been absent too frequently or are establishing a pattern of absenteeism, you may be removed from the program.
- **You will not be paid for any absences.**

Transfers

The reasons below are the **only** reasons the SYEP will grant a job site transfer:

- Safety issue (youth must provide a police report when applicable)
- Health concerns (youth must provide a written doctor's statement supporting his/her transfer request)
- Site closure

Transfer Procedure

If you meet one of the circumstances listed above for transfer, the following steps must be followed before your transfer:

1. Notify your current supervisor of your desire to request transfer and the reason for requesting the transfer.
2. If a transfer is granted, you will be contacted directly by the SYEP office about your new worksite and arrival date.
3. If a transfer is not granted, you will be redirected to your original worksite by the SYEP office with an explanation statement for denial of your transfer request.

Terminations

You may face termination from the worksite for any of the following reasons:

- **Drugs**—The possession, sale, or use of illegal drugs or alcohol while on the job.
- **Excessive Absenteeism**—Failure to report to work on three (3) consecutive work days without prior approval.
- **Disruptive Behavior**—Fighting, physical or verbal assaults, or any act that endangers the well-being of co-workers.
- **Theft**—Stealing property from the worksite, employees, or other youth workers.
- **Falsifying Documents**—Falsifying your time records or those of other youth workers; signing another youth worker's time record; attempting to pick-up or use another youth worker's debit card or personal identification number (PIN).
- **Insubordination**—Refusal to adhere to the program's or the worksite's rules and regulations.
- **Harassment**—Verbal, sexual, or physical— these could lead to legal action.

Termination Procedure

In the event that you are terminated from your worksite, the worksite supervisors must abide by the following process to ensure that there has been no wrongful termination:

1. SYEP staff will review all termination requests and report back to the site supervisor within 24 hours of a decision of termination.
2. You will receive an official termination letter from SYEP directly.

In the event of a termination for violent or illegal behavior, you will be dismissed from the site pending an official dismissal from SYEP.

If you believe you have been wrongfully terminated from a worksite, you may contact the SYEP office at 311 to schedule an appointment with a representative.

Grievance / Anti-Discrimination Procedure

As a participant in the Summer Youth Employment Program, you are protected from any kind of discrimination on the job.

SYEP provides a process for you to file a complaint or grievance if you feel you have been discriminated against during your placement with SYEP. You are protected by the D.C. Human Rights Act of 1977. If you believe your Equal Employment Opportunity (EEO) rights have been violated or you have been unfairly treated, you should follow the procedures outlined below. EEO policies make it illegal to discriminate against an employee based on age, disability, gender, national origin, pregnancy, race, sexual orientation, and religion.

1. Discuss the issue with the worksite supervisor or host coordinator.
2. If the issue is not resolved or if the issue involves the supervisor, contact the SYEP office directly by dialing 311.
3. The SYEP office will work to resolve the grievance. If the grievance is not resolved, proceed to the next step
4. Because the grievance has not been resolved, you will be given the opportunity to request an informal hearing with the Department of Employment Services' EEO Officer.

Sexual Harassment

Sexual harassment is an unwelcome attention of a sexual nature. Sexual harassment is harmful and illegal. Sexual touching, grabbing, pinching, or intentionally brushing up against someone in a sexual way can be considered harassing behavior. Obscene comments, looks, teasing, and rumors are considered forms of harassment.

You are advised to be assertive and let people know when their behavior makes you uncomfortable.

If you believe you have been sexually harassed, the following steps must be taken to rectify the situation:

1. Immediately report the incident to the SYEP office. If under the age of 18 years, the report may be made by the parent or guardian.
2. The SYEP office will complete a preliminary report and assist in your transfer to a new worksite.
3. The SYEP office will notify the appropriate EEO official.
4. The appropriate EEO official will begin an investigation. At the end of the investigation, the EEO official will prepare an investigative report for the Agency Director.

5. If the agency's EEO official cannot resolve the conflict within 60 days of the initial complaint, the agency shall refer it to the Office of Human Rights (OHR).

Lunch Break Policy

You are allowed to take one 30-minute break or lunch period. It is the responsibility of your work site supervisor to implement break and/or lunch policies for his/her respective site. This policy should be communicated to you during the orientation session on the first day of work.

Extreme Weather Policy

Your worksite supervisor will be required to monitor the weather reports from qualified sources (e.g., newspaper, radio station, and television news or weather service). When outdoor temperatures are reported to be 95 degrees Fahrenheit or higher, the supervisor is required to make special allowances for you if you are working outdoors. Any time the temperature reaches 95 degrees Fahrenheit or higher, you will be allotted ten (10) minutes per work hour for a rest period. The rest site must be shaded and have an adequate water supply. You will be compensated for this time.

In the event that the District is experiencing a Code Red day as determined by the appropriate authorities, outdoor work and activities must be cancelled. If there are not suitable indoor work activities, you will be dismissed from the worksite and will be compensated for the day. You are required to report to work to check-in in order to be compensated for the day. If you do not report to work on a Code Red day and activities are subsequently cancelled due to weather, you will not be compensated.

SUMMER YOUTH EMPLOYMENT PROGRAM WORKPLACE AGREEMENT

I, _____, acknowledge that I have read the enclosed materials and agree to abide by all rules of the Summer Youth Employment Program. I recognize that failure to follow the rules will result in termination from the Summer Youth Employment Program and may affect my ability to participate in the future.

I also understand that my participation in this program is voluntary and that I may discontinue participation at any time.

Print Name

Signature

Date

REMEMBER: Read and sign this workplace agreement and bring it to your work site supervisor on your first day of work!